



HRH PERFORMANCE SUPPORT SYSTEMS

While half of the world's population lives in rural areas, they are served by less than a quarter of doctors and only 38% of nurses (World Health Organization, 2010). To make the most of the service delivery contribution provided by existing health workers and to achieve progress on the Millennium Development Goals, strong systems need to be developed to ensure quality health services through high levels of productivity and performance.

Country stakeholders and human resources for health (HRH) practitioners require proven and accessible tools and methodologies and a broad evidence base of strategies. CapacityPlus is developing a comprehensive catalog of strategies and interventions to improve health worker retention and productivity. This will provide countries with options to increase motivation, attraction, retention, productivity, and performance that can be tailored to their specific context. CapacityPlus is also conducting an analysis of community health worker productivity and performance and exploring mHealth applications to support worker performance.

Types of Technical Assistance

- Providing tools for HR managers to seek input on health worker attraction and retention in rural areas to inform policy decision-making around retention strategies
- Assessing the cost and effectiveness of retention interventions
- Generating evidence to inform decision-making on wage policies to ensure gender equity and contribute to health worker retention
- Building the capacity of regional and national organizations in relevant HRH topics
- Supporting the design and development of appropriate mHealth applications to support health worker performance and productivity
- Identifying barriers to effective HR management related to gender discrimination
- Improving the productivity and performance of community health workers
- Developing strategies for work climate improvement for increased health worker productivity and better quality of care
- Assessing the influence of hospital HR management practices on health worker productivity and time and skills utilization.

Tools and Resources

In development:

- Rapid assessment tool for health worker attraction and retention in rural areas
- Retention costing tool
- Community health worker productivity study

Current Partners in This Area

Global Health Workforce Alliance, World Health Organization HRH Department, International Council of Nurses, International Hospital Federation, World Bank, Health Systems 20/20.

Experts

Wanda Jaskiewicz, IntraHealth International, Workforce Performance Support Team Lead

Wanda Jaskiewicz is a global health specialist with over 15 years of extensive field experience in developing countries. Her area of focus in her current role is to provide technical assistance in improving health worker retention and productivity. Prior to this position Jaskiewicz worked on numerous USAID projects as a technical advisor and in a program management capacity in the areas of HIV/AIDS, family planning, reproductive health, and maternal health. She holds an MPH from Tulane University and is fluent in Spanish.

Subrata Routh, Abt Associates, Senior Advisor (Health Economics)

Subrata Routh is a doctor of economics with over 25 years of diverse experience in managing field-based projects, providing technical assistance, and conducting research and economic studies. Routh served as senior project coordinator at the International Centre for Health and Population in Bangladesh and health finance director of the USAID Project on Strengthening the Health Care Systems in Central Asian Republics (ZdravPlus I and II). He has offered extensive consulting services to various government, private, and international agencies (UNIDO, UNICEF, UNFPA, DOMI/WHO, World Bank, Asian Development Bank, USAID).

Kate Tulenko, IntraHealth International, Deputy Director for Clinical Services and Service Delivery Strengthening

Kate Tulenko has worked at the highest levels of health workforce, financing, and policy development with institutions around the world. She has advised national governments on health policy and reform, and served on expert panels for the World Bank, WHO, AFRO, American Public Health Association, Global Health Workforce Alliance, American Hospital Association, and more. Her most recent book, *Passport to Crisis: How Insourcing Jobs Hurts Health Care Here and Abroad*, will be released in spring 2011. Tulenko holds an MD and MPA from Johns Hopkins University and an MPhil from the University of Cambridge, and is proficient in Spanish, Indonesian/Malay, and Portuguese.

For More Information

- Contact Wanda Jaskiewicz, wjaskiewicz@capacityplus.org
- Visit www.capacityplus.org

CapacityPlus Partnership

IntraHealth International, Inc. (lead partner), Abt Associates, IMA World Health, Liverpool Associates in Tropical Health (LATH), Training Resources Group, Inc. (TRG)

Associate Partners

African Population & Health Research Center (APHRC), Asia-Pacific Action Alliance on Human Resources for Health (AAAH), West African Institute of Post-Graduate Management Studies (CESAG), Partners in Population and Development (PPD)

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